

## EAST Search History

| Ref # | Hits    | Search Query   | DBs                       | Default Operator | Plurals | Time Stamp          |
|-------|---------|--|---------------------------|------------------|---------|---------------------|
| L1    | 8       | ((instruct\$3 or interrupt\$3 or direct\$3 or alert\$3 or tell\$3 or inform\$3 or ask\$3 or signal\$3 or indicat\$3) near5 (agent adj (task or assignment or job))) and call adj center  | US-PGPUB;<br>USPAT; USOCR | OR               | OFF     | 2008/03/29<br>22:37 |
| L2    | 5       | 709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((instruct\$3 or interrupt\$3 or direct\$3 or alert\$3 or tell\$3 or inform\$3 or ask\$3 or signal\$3 or indicat\$3) near5 (agent adj (task or assignment or job))) and call adj center            | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>22:39 |
| L3    | 0       | 709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj task\$1)) and (call adj center)                      | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>22:45 |
| L4    | 0       | ((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj task\$1)) and (call adj center)  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>22:45 |
| L5    | 3       | ((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj (assignment\$1 or job or task\$1))) and (call adj center)  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>22:46 |
| L6    | 0       | 709/202,203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj task\$1)) and (call adj center)                  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>23:42 |
| L7    | 0       | 709/202,203,206,217,223,224;379/265,265.01,265.05,265.07,265.09,265.11,265.12,265.13.ccls. and ((abandon\$3 or dump\$3 or drop\$4 or quit\$4 or leav\$3 or switch\$3 or change or cancel or suspend\$3 or relinquish\$3) near5 (agent\$1 adj task\$1)) and (call adj center)           | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>23:43 |
| L8    | 7       | 709/202,203,206,217,223,224;379/265,265.01,265.05,265.07,265.09,265.11,265.12,265.13.ccls. and ((instruct\$3 or interrupt\$3 or direct\$3 or alert\$3 or tell\$3 or inform\$3 or ask\$3 or signal\$3 or indicat\$3) near5 (agent adj (task or assignment or job))) and call adj center | US-PGPUB;<br>USPAT        | OR               | OFF     | 2008/03/29<br>23:44 |
| S1    | 70      | (agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1))   | US-PGPUB;<br>USPAT        | OR               | OFF     | 2004/08/14<br>14:12 |
| S2    | 0       | (agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same ((accept or decline) adj task)   | US-PGPUB;<br>USPAT        | OR               | OFF     | 2004/08/14<br>14:07 |
| S3    | 1158161 | (agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same system adj over load\$3  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2004/08/14<br>14:13 |
| S4    | 3       | (agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same (system adj over load\$3)  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2004/08/14<br>14:13 |
| S5    | 14      | ("4737983"   "RE34529"   "5291550"   "5335268"   "5452350"   "5530744"   "5553133"   "5570419"   "5799077"   "5802161"   "5815566"   "5878130"   "5926528"   "6327364").PN.  | USPAT                     | OR               | OFF     | 2004/08/14<br>14:15 |
| S6    | 1095    | system adj overload\$3   | US-PGPUB;<br>USPAT        | OR               | OFF     | 2006/12/06<br>14:20 |
| S7    | 6       | S6 same agent  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2005/03/31<br>11:21 |
| S8    | 9913    | ((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment))  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2006/12/04<br>13:37 |
| S9    | 211     | S8 same agent  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2005/03/31<br>11:26 |
| S10   | 0       | S6 and S9  | US-PGPUB;<br>USPAT        | OR               | OFF     | 2005/03/31<br>11:26 |
| S11   | 0       | S6 same S9   | US-PGPUB;<br>USPAT        | OR               | OFF     | 2005/03/31<br>11:26 |

|     |      |   |                           |    |     |                     |
|-----|------|---|---------------------------|----|-----|---------------------|
| S12 | 0    | S9 same ((queue or buffer) adj full)  | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>12:02 |
| S13 | 1    | S9 and ((queue or buffer) adj full)   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>12:02 |
| S14 | 13   | S8 same ((queue or buffer) adj full)  | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>12:05 |
| S15 | 5    | ("4937784"   "5519696"   "5655120"   "5761507"   "5956714").PN.   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>12:04 |
| S16 | 67   | agent\$1 same ((workflow or task or job) adj assign\$4)   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>12:10 |
| S17 | 177  | (agent\$1 same (status adj message\$1))   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>12:11 |
| S18 | 0    | S17 same ((queue or buffer) adj (full or overload\$3))  | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>12:12 |
| S19 | 4811 | (queue or buffer) adj (full or overload\$3)   | USPAT                     | OR | OFF | 2005/03/31<br>12:23 |
| S20 | 26   | S19 same agent  | USPAT                     | OR | OFF | 2005/03/31<br>12:26 |
| S21 | 94   | agent\$1 same (status adj message\$1)   | USPAT                     | OR | OFF | 2005/03/31<br>12:33 |
| S22 | 11   | ("4510351"   "5386464"   "5450480"   "5511116"   "5592542"   "5696811"   "5793861"   "5946386"   "6263066"   "6356633"   "6449356").PN. | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>12:31 |
| S23 | 0    | "available if needed"   | USPAT                     | OR | OFF | 2005/03/31<br>12:34 |
| S24 | 15   | agent\$3 near5 (available adj1 need\$2)   | USPAT                     | OR | OFF | 2005/03/31<br>16:26 |
| S25 | 1    | "6747970".pn.   | USPAT                     | OR | OFF | 2005/03/31<br>14:49 |
| S26 | 502  | (task adj (queue\$3 or dequeue\$3))   | USPAT                     | OR | OFF | 2005/03/31<br>14:50 |
| S27 | 15   | S26 same agent\$1   | USPAT                     | OR | OFF | 2005/03/31<br>14:50 |
| S28 | 7    | ("5333266"   "5530740"   "5721770"   "5764898"   "5793861"   "5796791"   "5872841").PN.   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:34 |
| S29 | 3    | agent same (available) same ((system or buffer or queue) adj overload\$3)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:37 |
| S30 | 1533 | (accept\$3 or agree\$3) near2 (task or job or assignment)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:38 |
| S31 | 1391 | ((system or buffer or queue) adj overload\$3)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:37 |
| S32 | 0    | S30 same S31  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:38 |
| S33 | 1    | S30 and S31   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:52 |
| S34 | 15   | agent near2 (accept\$3 or agree\$3) near2 (task or job or assignment)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:39 |
| S35 | 6210 | agent\$1 adj availab\$6   | USPAT                     | OR | OFF | 2005/03/31<br>15:47 |

|     |        |   |                           |    |     |                     |
|-----|--------|---|---------------------------|----|-----|---------------------|
| S36 | 8      | S35 same status adj message\$1  | USPAT                     | OR | OFF | 2005/03/31<br>15:48 |
| S37 | 126898 | agent same (available or unavailable or (available adj if adj need\$2))     | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:53 |
| S38 | 838    | agent same (available or unavailable or (available adj if adj need\$2)).ab. | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:54 |
| S39 | 0      | agent same (available adj if adj need\$2)                                   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:54 |
| S40 | 0      | agent near3 (available adj if adj need\$2)                                  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:54 |
| S41 | 0      | (available adj if adj need\$2)  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:54 |
| S42 | 0      | (available adj if adj needed)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:54 |
| S43 | 6704   | (available near2 needed)  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>15:55 |
| S44 | 144    | S43 same agent  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2005/03/31<br>16:09 |
| S45 | 109    | S43 same agent  | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>16:09 |
| S46 | 16557  | agent\$3 near2 (availabl\$5)  | USPAT                     | OR | OFF | 2005/03/31<br>18:05 |
| S47 | 45     | "46" same workflow  | USPAT                     | OR | OFF | 2005/03/31<br>18:09 |
| S48 | 276    | task adj assignment\$1  | USPAT                     | OR | OFF | 2005/03/31<br>18:09 |
| S49 | 4      | S48 same agent\$1   | USPAT                     | OR | OFF | 2005/03/31<br>18:10 |
| S50 | 242    | agent adj status  | USPAT                     | OR | OFF | 2005/03/31<br>18:11 |
| S51 | 2      | S50 and (buffer or queue or system) adj1 overload\$3                        | USPAT                     | OR | OFF | 2005/03/31<br>18:16 |
| S52 | 38     | volume adj task\$1  | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:17 |
| S53 | 83624  | exceed\$3 near2 threshold   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:17 |
| S54 | 0      | S53 same task adj assignment\$1   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:18 |
| S55 | 0      | ((task adj assignment\$1) near5 (exceed\$3 adj1 threshold))                 | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:18 |
| S56 | 0      | ((task adj assignment\$1) near10 (exceed\$3 adj1 threshold))                | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:18 |
| S57 | 8      | ((task adj assignment\$1) and (exceed\$3 adj1 threshold))                   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:19 |
| S58 | 6      | blend\$3 adj database   | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:20 |
| S59 | 73     | high near3 (call adj volume)  | US-PGPUB;<br>USPAT        | OR | OFF | 2005/03/31<br>18:26 |

|     |       |  |                    |    |     |                     |
|-----|-------|--|--------------------|----|-----|---------------------|
| S60 | 16    | re?assign\$3 adj task\$1   | US-PGPUB;<br>USPAT | OR | OFF | 2005/03/31<br>18:27 |
| S61 | 25495 | S59 sam S60  | US-PGPUB;<br>USPAT | OR | OFF | 2005/03/31<br>18:27 |
| S62 | 0     | S59 same S60   | US-PGPUB;<br>USPAT | OR | OFF | 2005/03/31<br>18:27 |
| S63 | 0     | receiv\$3 near2 (agent adj status adj message)   | USPAT              | OR | OFF | 2005/03/31<br>19:03 |
| S64 | 0     | receiv\$3 same (agent adj status adj message)  | USPAT              | OR | OFF | 2005/03/31<br>19:03 |
| S65 | 0     | receiv\$3 near5(agent adj status adj message)  | USPAT              | OR | OFF | 2005/03/31<br>19:03 |
| S66 | 4     | (agent adj status adj message)   | USPAT              | OR | OFF | 2005/03/31<br>19:03 |
| S67 | 0     | multi?task\$3 same (agent adj status)  | USPAT              | OR | OFF | 2005/09/29<br>08:57 |
| S68 | 29    | multi?task\$3 same (agent)   | USPAT              | OR | OFF | 2005/09/29<br>09:01 |
| S69 | 0     | (agent adj availabl\$4) same (multi?task\$3)   | USPAT              | OR | OFF | 2005/09/29<br>09:02 |
| S70 | 15    | (agent adj availabl\$4) and (multi?task\$3)  | USPAT              | OR | OFF | 2005/09/29<br>12:01 |
| S71 | 18    | (agent adj (status or availabl\$4)) and (multi?task\$3)  | USPAT              | OR | OFF | 2005/09/29<br>10:06 |
| S72 | 0     | (agent adj (status or availabl\$4)) same (multi?task\$3)   | USPAT              | OR | OFF | 2005/09/29<br>09:06 |
| S73 | 1     | "6336575".pn.  | USPAT              | OR | OFF | 2005/09/29<br>10:06 |
| S74 | 1     | "6366575".pn.  | USPAT              | OR | OFF | 2005/09/29<br>10:07 |
| S75 | 0     | "6366575".pn. and multi  | USPAT              | OR | OFF | 2005/09/29<br>10:07 |
| S76 | 0     | "6366575".pn. and multi?task   | USPAT              | OR | OFF | 2005/09/29<br>10:07 |
| S77 | 10    | 709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and(agent adj availabl\$4) and (multi?task\$3) | US-PGPUB;<br>USPAT | OR | OFF | 2005/09/29<br>12:02 |
| S78 | 9817  | (reassign\$3 or switch\$3 or chang\$3) near3 task\$1   | US-PGPUB;<br>USPAT | OR | OFF | 2006/03/03<br>12:01 |
| S79 | 1213  | system adj overload\$3   | US-PGPUB;<br>USPAT | OR | OFF | 2006/03/03<br>12:07 |
| S80 | 0     | S78 same S79   | US-PGPUB;<br>USPAT | OR | OFF | 2006/03/03<br>12:02 |
| S81 | 33    | S78 and S79  | US-PGPUB;<br>USPAT | OR | OFF | 2006/03/03<br>12:02 |
| S82 | 0     | S79 same call adj system   | US-PGPUB;<br>USPAT | OR | OFF | 2006/03/03<br>12:07 |
| S83 | 0     | S79 same call adj center   | US-PGPUB;<br>USPAT | OR | OFF | 2006/03/03<br>12:08 |

|      |       |   |                           |    |     |                     |
|------|-------|---|---------------------------|----|-----|---------------------|
| S84  | 263   | (queue adj overloaded) or (call near3 volume near3 high)  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/03/03<br>12:08 |
| S85  | 0     | S84 and web near call adj center  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/03/03<br>12:09 |
| S86  | 41    | web near call adj center  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/03/03<br>12:09 |
| S87  | 8     | ("6389132").URPN.   | USPAT                     | OR | OFF | 2006/03/03<br>12:11 |
| S88  | 24    | ("4510351"   "5111391"   "5185780"   "5195172"   "5289368"   "5325292"   "5369570"   "5477447"   "5481667"   "5659768"   "5917485"   "6021403"   "6021428"   "6044355"   "6081592"   "6130942"   "6134530"   "6389132"   "6449646"   "6581105"   "6661889"   "6665395"   "6744877"   "6771764").PN. | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/03/03<br>12:19 |
| S89  | 12    | (mov\$3 adj1 agent\$1) same task\$1   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/08/14<br>19:13 |
| S90  | 62    | ("5903641").URPN.   | USPAT                     | OR | OFF | 2006/08/14<br>19:18 |
| S91  | 6     | ("6173052").URPN.   | USPAT                     | OR | OFF | 2006/08/14<br>19:22 |
| S92  | 11026 | (reassign\$3 or switch\$3 or chang\$3) near3 task\$1  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/04<br>13:32 |
| S93  | 13    | (reassign\$3 or switch\$3 or chang\$3) near3 (agent adj task\$1)  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/04<br>13:35 |
| S94  | 301   | (agent adj task\$1)   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/04<br>13:35 |
| S95  | 25    | (reassign\$3 or switch\$3 or chang\$3) same (agent adj task\$1)   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/04<br>13:35 |
| S96  | 381   | ((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment)) same agent\$1   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/04<br>13:37 |
| S97  | 14    | 709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and (reassign\$3 adj task\$1)   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>11:00 |
| S98  | 0     | (reassign\$3 adj task\$1) same (exceed\$3 near1 threshold)  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>11:00 |
| S99  | 5     | (reassign\$3 adj task\$1) and (exceed\$3 near1 threshold)   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>11:02 |
| S100 | 1     | "5903641".pn.   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>11:02 |
| S101 | 70    | ("5903641").URPN.   | USPAT                     | OR | OFF | 2006/12/06<br>11:07 |
| S102 | 29    | task adj volume   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:52 |
| S103 | 0     | S102 same (exceed\$3 near2 threshold)   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>11:07 |
| S104 | 19527 | (call or contact or communication or service) adj center  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:53 |
| S105 | 2280  | ((e or electronic) adj (note\$1 or message\$1 or mail)) or (voice adj call\$1) or (instant adj messag\$3) or (web adj interaction\$1) or task\$1 or skill\$1) near3 assignment\$1   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:55 |
| S106 | 21664 | S104 sam3 S105  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:55 |
| S107 | 48    | S104 same S105  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:57 |

|      |       |  |                           |    |     |                     |
|------|-------|--|---------------------------|----|-----|---------------------|
| S108 | 5089  | S106 and @pd<"20000627"  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:56 |
| S109 | 1     | S107 and @pd<"20000627"  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>13:56 |
| S110 | 70    | ("5903641").URPN.  | USPAT                     | OR | OFF | 2006/12/06<br>13:57 |
| S111 | 95    | ("4752889"   "4788682"   "4789962"   "4809272"   "4837798"   "4881261"   "4969185"   "5008930"   "5029200"   "5164981"  <br>"5181236"   "5185782"   "5206903"   "5247569"   "5309513"   "5327490"   "5333266"   "5384771"   "5384841"   "5392329"  <br>"5400327"   "5428608"   "5444774"   "5448626"   "5479487"   "5495523"   "5500891"   "5511117"   "5526417"   "5535270"  <br>"5535323"   "5544232"   "5546452"   "5546455"   "5546456"   "5548636"   "5550905"   "5555297"   "5557668"   "5563805"  <br>"5570419"   "5572581"   "5577112"   "5581664"   "5586178"   "5586179"   "5586218"   "5592543"   "5594790"   "5619508"  <br>"5619557"   "5633923"   "5633924"   "5640577"   "5652791"   "5657383"   "5668862"   "5678002"   "5699431"   "5701399"  <br>"5703943"   "5712902"   "5715450"   "5724406"   "5724419"   "5724420"   "5740240"   "5742675"   "5790650"   "5796791"  <br>"5802163"   "5802526"   "5812781"   "5825869"   "5826250"   "5831665"   "5832070"   "5844982"   "5848143"   "5870464"  <br>"5884032"   "5907547"   "5923885"   "5963635"   "5991394"   "6044146"   "6078325"   "6094673"   "6263066"   "6332154"  <br>"6356633"   "6449356"   "6449646"   "6453038"   "D344521").PN. | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/06<br>14:05 |
| S112 | 19    | system adj overload\$3 and S104  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/06<br>14:26 |
| S113 | 8     | balanc\$3 near3 (workflow or task\$1) near3 agent\$1   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:05 |
| S114 | 0     | 709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((call or contact or communication<br>or service) adj center) and ((call adj volume) near3 threshold) and (balanc\$3 near3 (task\$1 or workflow))  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:12 |
| S115 | 22    | 709/203,206,217,223,224;379/265,265.01,265.07,265.09,265.11,265.12,265.13.ccls. and ((call or contact or communication<br>or service) adj center) and (balanc\$3 near3 (task\$1 or workflow))  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:21 |
| S116 | 67    | ((call or contact or communication or service) adj center) and (balanc\$3 near3 (task\$1 or workflow))   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:24 |
| S117 | 225   | task near3 reassign\$5   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:24 |
| S118 | 153   | task near1 reassign\$5   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:25 |
| S119 | 18333 | ((call or contact or communication or service) adj center)   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:24 |
| S120 | 5     | S118 and S119  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:24 |
| S121 | 3     | (task near1 reassign\$5).ab.   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:25 |
| S122 | 0     | (agent near1 reassign\$5).ab.  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:25 |
| S123 | 27    | (agent near1 reassign\$5)  | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/08<br>06:25 |
| S124 | 9     | ("5978465").URPN.  | USPAT                     | OR | OFF | 2006/12/08<br>06:29 |
| S125 | 0     | ("7139389").URPN.  | USPAT                     | OR | OFF | 2006/12/08<br>06:29 |
| S126 | 8     | ("6144971").URPN.  | USPAT                     | OR | OFF | 2006/12/08<br>06:31 |
| S127 | 9     | ("5239460"   "5299260"   "5594791"   "5784452"   "5825869"   "5903641"   "5946375"   "6038544"   "6049779").PN.  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:33 |
| S128 | 6     | ("5046088"   "5206903"   "5309513"   "5396542"   "5592542"   "5594791").PN.  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:35 |

|      |     |   |                           |    |     |                     |
|------|-----|---|---------------------------|----|-----|---------------------|
| S129 | 0   | (task adj volume) near3 threshold   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:38 |
| S130 | 29  | (task adj volume)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:40 |
| S131 | 6   | load adj balanc\$3 near3 (task\$1 or workflow) near3 agent\$1   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:42 |
| S132 | 78  | exceed\$3 near3 (task or workflow) near3 threshold  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:43 |
| S133 | 5   | S119 and S132   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:45 |
| S134 | 0   | reassign\$5 near5 (agent adj task\$1)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:46 |
| S135 | 0   | reassign\$5 same (agent adj task\$1)  | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:46 |
| S136 | 303 | (agent adj task\$1)   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:46 |
| S137 | 28  | S119 and S136   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:47 |
| S138 | 17  | ("5926539").URPN.   | USPAT                     | OR | OFF | 2006/12/08<br>06:48 |
| S139 | 7   | ("6493695").URPN.   | USPAT                     | OR | OFF | 2006/12/08<br>06:56 |
| S140 | 18  | ("5452341"   "5479487"   "5586179"   "5623540"   "5633924"   "5675637"   "5825869"   "5828747"   "5832059"   "5867562"   "5870464"   "5903641"   "5943416"   "5963635"   "5970065"   "5974135"   "6424709"   "6493695").PN.   | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2006/12/08<br>06:57 |
| S141 | 1   | ("2003/0046142").URPN.  | USPAT                     | OR | OFF | 2006/12/08<br>07:03 |
| S142 | 1   | "6310951".pn.   | US-PGPUB;<br>USPAT        | OR | OFF | 2006/12/10<br>23:27 |
| S143 | 1   | "6775378".pn.   | US-PGPUB;<br>USPAT        | OR | OFF | 2007/05/18<br>15:24 |
| S144 | 3   | ("6775378").URPN.   | USPAT                     | OR | OFF | 2007/05/18<br>15:24 |
| S145 | 119 | ("20020047859"   "20020067822"   "20020143878"   "20020145624"   "20020161896"   "3333271"   "4066847"   "4286118"   "4356348"   "4392129"   "4408100"   "4477698"   "4494229"   "4510351"   "4540855"   "4593273"   "4599493"   "4600814"   "4677663"   "4692858"   "4694483"   "4720853"   "4742537"   "4742538"   "4742539"   "4757267"   "4782463"   "4782510"   "4792968"   "4797911"   "4811240"   "4829563"   "4858120"   "4866638"   "4881261"   "4894857"   "4896345"   "4933964"   "4939771"   "4939773"   "4988209"   "5021976"   "5041992"   "5062103"   "5070525"   "5115501"   "5119072"   "5119475"   "5121477"   "5175761"   "5179657"   "5179700"   "5181236"   "5206903"   "5214688"   "5276731"   "5309505"   "5309513"   "5335269"   "5345589"   "5357254"   "5386412"   "5428827"   "5430792"   "5440616"   "5490211"   "5500891"   "5511112"   "5511117"   "5519773"   "5533109"   "5535270"   "5546456"   "5553133"   "5568544"   "5579368"   "5581602"   "5586178"   "5586179"   "5588045"   "5594781"   "5594791"   "5619557"   "5623540"   "5675637"   "5689240"   "5696818"   "5714932"   "5715307"   "5722059"   "5722064"   "5729600"   "5742233"   "5793861"   "5815565"   "5825283"   "5825869"   "5828731"   "5832059"   "5832070"   "5857014"   "5864615"   "5940494"   "5963635"   "5991394"   "6044146"   "6044355"   "6118763"   "6134530"   "6157655"   "6269153"   "6272347"   "6310951"   "6314089"   "6359892"   "6359982"   "6362838"   "RE36416").PN. | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2007/05/18<br>16:44 |

|      |      |  |   |    |     |                     |
|------|------|--|---|----|-----|---------------------|
| S146 | 119  | ("20020047859"   "20020067822"   "20020143878"   "20020145624"   "20020161896"   "3333271"   "4066847"   "4286118"   "4356348"   "4392129"   "4408100"   "4477698"   "4494229"   "4510351"   "4540855"   "4593273"   "4599493"   "4600814"   "4677663"   "4692858"   "4694483"   "4720853"   "4742537"   "4742538"   "4742539"   "4757267"   "4782463"   "4782510"   "4792968"   "4797911"   "4811240"   "4829563"   "4858120"   "4866638"   "4881261"   "4894857"   "4896345"   "4933964"   "4939771"   "4939773"   "4988209"   "5021976"   "5041992"   "5062103"   "5070525"   "5115501"   "5119072"   "5119475"   "5121477"   "5175761"   "5179657"   "5179700"   "5181236"   "5206903"   "5214688"   "5276731"   "5309505"   "5309513"   "5335269"   "5345589"   "5357254"   "5386412"   "5428827"   "5430792"   "5440616"   "5490211"   "5500891"   "5511112"   "5511117"   "5519773"   "5533109"   "5535270"   "5546456"   "5553133"   "5568544"   "5579368"   "5581602"   "5586178"   "5586179"   "5588045"   "5594781"   "5594791"   "5619557"   "5623540"   "5675637"   "5689240"   "5696818"   "5714932"   "5715307"   "5722059"   "5722064"   "5729600"   "5742233"   "5793861"   "5815565"   "5825283"   "5825869"   "5828731"   "5832059"   "5832070"   "5857014"   "5864615"   "5940494"   "5963635"   "5991394"   "6044146"   "6044355"   "6118763"   "6134530"   "6157655"   "6269153"   "6272347"   "6310951"   "6314089"   "6359892"   "6359982"   "6362838"   "RE36416").<br>IPN. | US-PGPUB;<br>USPAT; USOCR   | OR | OFF | 2007/05/18<br>16:44 |
| S147 | 100  | agent near3 reassign\$5  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2007/11/28<br>15:21 |
| S148 | 4    | S147 same task\$1  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2007/11/28<br>15:28 |
| S149 | 11   | task adj assignment same agent   | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2007/11/28<br>15:30 |
| S150 | 4910 | (interrupt\$3 or disturb\$3) near3 task  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2007/11/28<br>15:31 |
| S151 | 23   | S150 same agent  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | OFF | 2007/11/28<br>15:31 |
| S152 | 10   | blend\$3 adj database  | US-PGPUB;<br>USPAT  | OR | OFF | 2008/03/19<br>11:24 |
| S153 | 124  | abandon\$3 near3 task\$1   | US-PGPUB;<br>USPAT  | OR | OFF | 2008/03/19<br>11:30 |
| S154 | 7    | S153 and call adj center   | US-PGPUB;<br>USPAT  | OR | OFF | 2008/03/19<br>11:30 |
| S155 | 115  | (system near2 condition) and call adj center   | US-PGPUB;<br>USPAT  | OR | OFF | 2008/03/19<br>11:34 |
| S156 | 0    | S153 and S155  | US-PGPUB;<br>USPAT  | OR | OFF | 2008/03/19<br>11:34 |



|      |      |   |                           |    |     |                     |
|------|------|---|---------------------------|----|-----|---------------------|
| S157 | 105  | blend adj agent\$1  | US-PGPUB;<br>USPAT        | OR | OFF | 2008/03/29<br>22:21 |
| S158 | 1484 | blend\$3 adj agent\$1   | US-PGPUB;<br>USPAT        | OR | OFF | 2008/03/29<br>22:21 |
| S159 | 7    | S158 same (call adj center)   | US-PGPUB;<br>USPAT        | OR | OFF | 2008/03/29<br>22:21 |
| S160 | 8    | ("6173052").URPN.   | USPAT                     | OR | OFF | 2008/03/29<br>22:24 |
| S161 | 22   | ("4289934"   "4694483"   "4785408"   "4894861"   "4942602"   "4949373"   "4972461"   "5001710"   "5008930"   "5036535"  <br>"5097528"   "5144653"   "5168515"   "5181239"   "5210789"   "5214688"   "5247569"   "5402474"   "5467391"   "5519773"  <br>"5884032"   "5991393").PN. | US-PGPUB;<br>USPAT; USOCR | OR | OFF | 2008/03/29<br>22:28 |

3/ 29/ 2008 11:50:16 PM

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